

BenLink AG

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Strategic partnership between BenLink® and Alfa Laval to expand services in the food and energy industries by using the BenLink crowd platform

BenLink is proud to announce its strategic partnership with Alfa Laval, a world leader in heat transfer, centrifugal separation and fluid handling, which is offering its products and services to various industries in some 100 countries. With this partnership Alfa Laval gets access to BenLink's digital crowd platform and network of over 4000 local and qualified field technicians.

The collaboration enables Alfa Laval to provide more services to its customers, mainly in the food and selected energy applications for heat transfer technology, to achieve faster reaction times and secure higher uptimes, therefore providing an even better customer experience. By using the BenLink crowd platform, Alfa Laval can optimize Total Cost of Ownership (TCO) as well as reduce the CO₂ footprint of its global service organization through minimizing travel distances and avoiding travels altogether.

Through this partnership Alfa Laval has access to BenLink's global crowd platform to easily order and deliver services, using the vast network of over 4000 local field technicians based in Europe, UK, USA and India. The technicians are qualified and specifically trained with Alfa Laval know-how. They are coordinated and supported through digital end-to-end processes, while delivering real-time maintenance and support under the supervision of Alfa Laval's technical experts.

"We are excited about this strategic partnership with Alfa Laval. Over the last 12 months we have built a strong relationship and we are eager to bring this to a new level by supporting Alfa Laval in Europe and the US in growing their service business significantly," states Riccardo Semadeni, CEO of BenLink. *"This partnership will strengthen BenLink's ecosystem and facilitate further expansion of our global service crowd, while addressing new industry segments. It also sets the foundation for the joint development of new and innovative services, using the latest digital technologies."*



From the left: Nish Patel (President, Food & Water Division Alfa Laval), Calvin Grieder (Chairman Bühler Group & BenLink), Imran Rashid (President, BU Food Heat Transfer Alfa Laval), Riccardo Semadeni (CEO BenLink)



“To be able to deliver an excellent customer experience is essential for our relationships with our clients,” says Nish Patel, President of the Food & Water Division. “With this collaboration, combining our technical expertise with their network, we will get more ‘feet on the street’ and will be able to deliver high quality service and maintenance even closer to our customers.”

For more information contact info@benlink.com.

About BenLink

Benlink® AG operates a global crowd platform of local technicians, providing digitally enabled services to machinery and equipment OEMs. The company is part of the Bühler Group, is headquartered in Switzerland and has local offices in various countries. BenLink supports customers through its platform and its vast network of local technicians who are digitally qualified and trained. Customers can book services online and the platform intelligence matches technicians based on job requirements, qualifications, availability, location and more. Moreover, technicians are digitally supported along the service execution with checklists, visual guidance, and relevant machine know-how.

www.benlink.com

About Alfa Laval

Alfa Laval is a world leader in heat transfer, centrifugal separation and fluid handling, and is active in the areas of Energy, Marine, and Food & Water, offering its expertise, products, and service to a wide range of industries in some 100 countries. Alfa Laval has 16,700 employees and annual sales in 2020 were SEK 41.5 billion (approx. EUR 4 billion). The company is listed on Nasdaq Stockholm.

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